Advanced Features Guide for Cisco Jabber for Windows Version 9.1.1 and Later

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Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
http://www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

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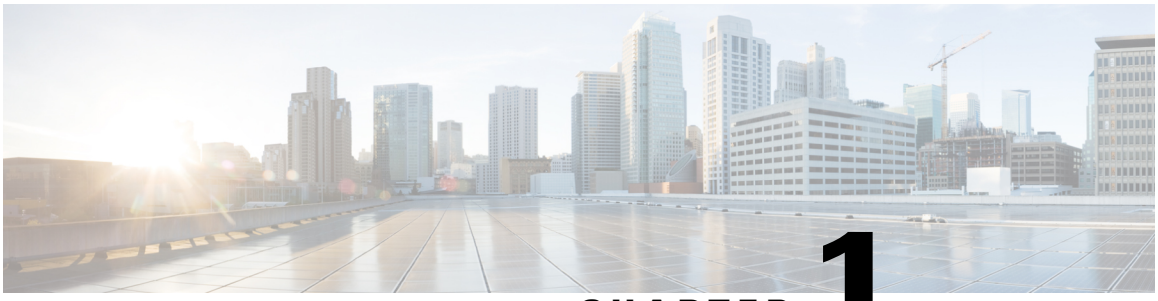


CHAPTER 1

Introduction

Welcome to the *Advanced Features Guide for Cisco Jabber for Windows*.

Cisco has designed Jabber for Windows to be intuitive and easy to use. The purpose of this guide is not to describe every feature that Cisco Jabber offers. This guide provides task-based help for some features for which you might need some help or explanation.

If you are new to Cisco Jabber for Windows, you should do the following before you get started with this guide:

1. Learn about instant messaging and availability features. Watch the video at:

   http://www.cisco.com/en/US/prod/ps10265/jabber_windows.html

2. Learn about making voice calls with Cisco Jabber. Watch the video at:

   http://www.cisco.com/en/US/prod/ps10265/jabber_windows_uc.html

3. Review and understand the following:

   - How to use chat and call controls.
   - How to use sharing features such as taking screen captures or transferring files.

   Review the *Quick Start Guide* at:

   http://www.cisco.com/en/US/products/ps12511/products_user_guide_list.html

Objectives

This guide helps you learn how to:

Share Your Status with Others

Let your contacts know if you are available to chat, in a meeting, or too busy to talk.

Organize and Add Contacts

Adjust your contact list and add your friends and family.

Use Chats to Communicate

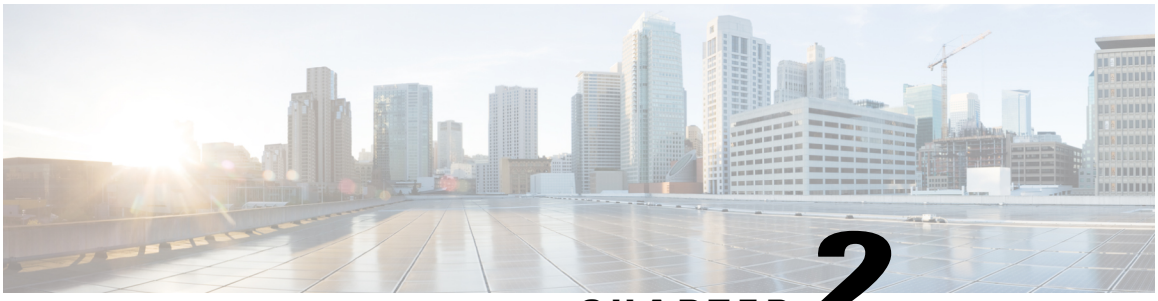
Learn how to quickly create group chats and control your privacy settings.

Make Calls and Adjust Your Settings

Forward calls and use other numbers. Change the volume on calls and organize your video cameras.

Use Meetings and Calendars

Add a meetings account to instantly start and join conferences. View your calendar to stay on top of meetings and events.



CHAPTER 2

Availability

- Create Personal Status Messages, page 3
- Use Grayscale Status Icons, page 4

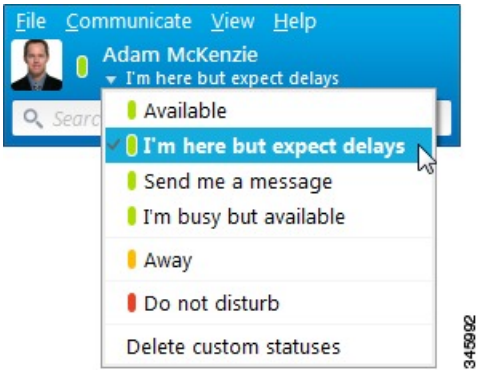
Create Personal Status Messages

Cisco Jabber has three default messages to show availability status:

- **Available**
- **Away**
- **Do not disturb**

You can create personal status messages to replace the default messages and tell your contacts what you are doing at a glance.

Note Cisco Jabber saves the three most recent personal status messages for each state. You can select your status messages from the drop-down list on the main window.



Procedure

Step 1 Insert your cursor in the status message field on the main window.

Step 2 Enter your personal status message.

Step 3 Press the **Enter** key on your keyboard.
Cisco Jabber displays your personal status message.

Use Grayscale Status Icons

Grayscale status icons are monochrome and use symbols to show availability status.

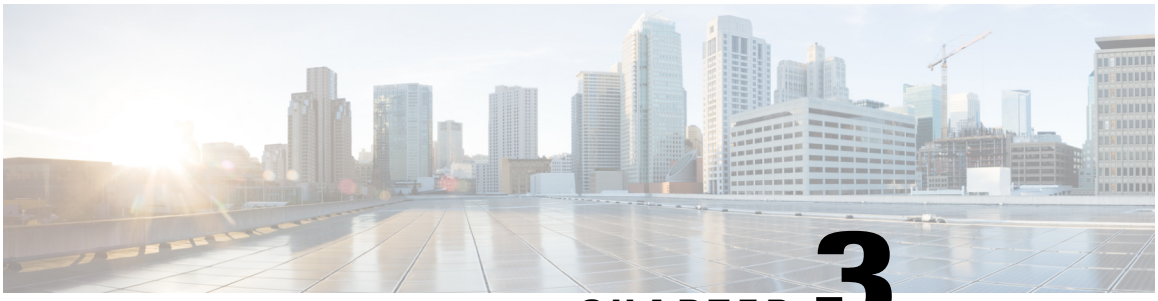
The following table shows standard and grayscale status icons:

Standard Status Icon	Grayscale Status Icon	Default Availability State
		Available
		Away
		Do Not Disturb
		Unavailable

To show grayscale status icons, select **View** > **Show status in grayscale**.

Note In some versions of Cisco Jabber, you select **View** > **Accessible presence**.

Cisco Jabber displays grayscale status icons.



CHAPTER 3

Contacts

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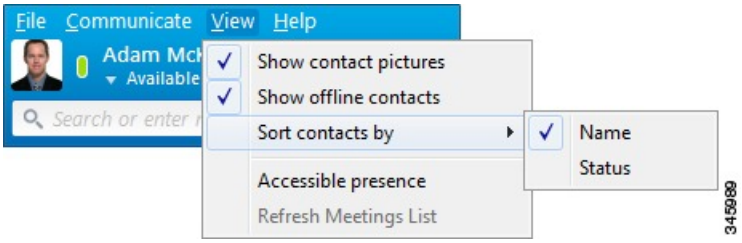
Adjust Contact Lists

You can arrange and organize your contacts.



Procedure

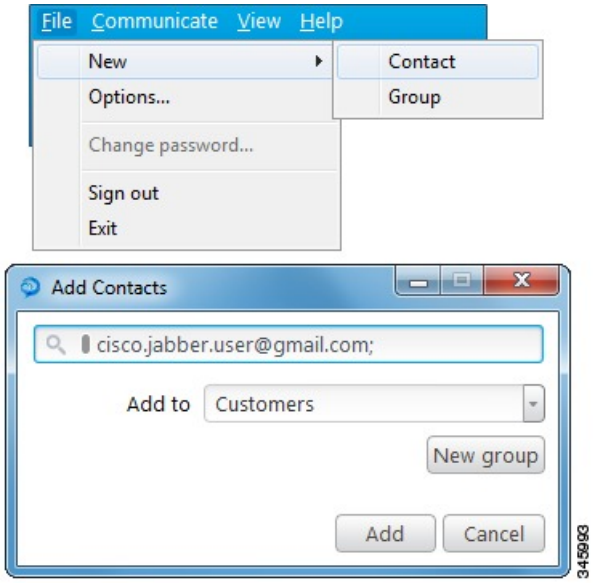
Select **View** and then choose from the following options:

Option	Description
Show contact pictures	Select this option to show contact pictures. Deselect this option to hide contact pictures.
Show offline contacts	Select this option to show all contacts. Deselect this option to show only contacts who are logged in.
Sort contact by name	Select this option to arrange contacts alphabetically by name.
Sort contact by status	Select this option to arrange contacts by their availability states.

Add External Contacts

Cisco Jabber lets you add contacts from chat applications such as Google Talk or Microsoft Lync.

Your system administrator must enable this feature. If you cannot add external contacts, ask your system administrator for help.



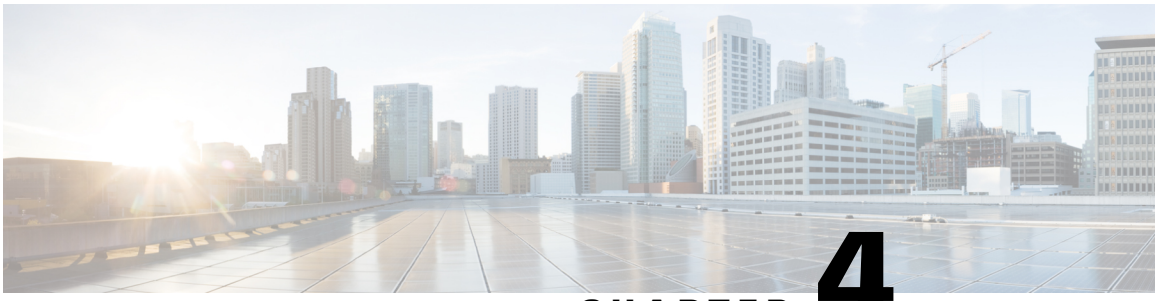
Procedure

Step 1 Select **File** > **New** > **Contact**.

Step 2 Enter the email address of your contact.

Step 3 Select a contact group.

Step 4 Select **Add**.



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Chats

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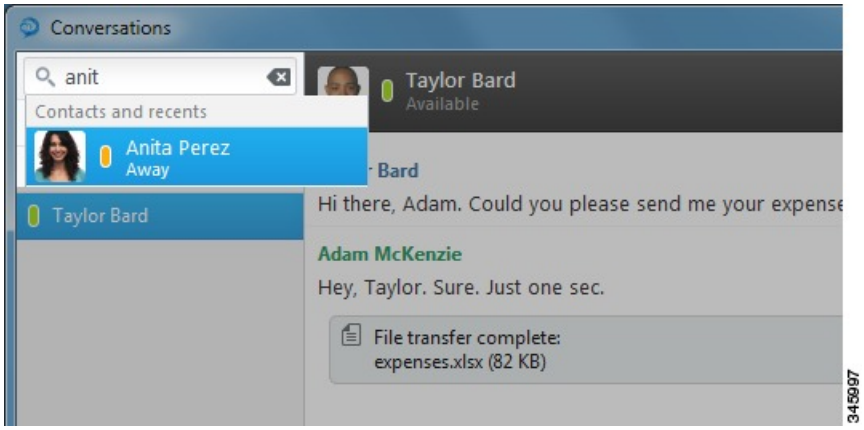
Search from Chat Windows

You can find, add, and call contacts from the search bar in chat windows.



Procedure

Step 1 Enter the name of a contact in the search bar of the chat window.

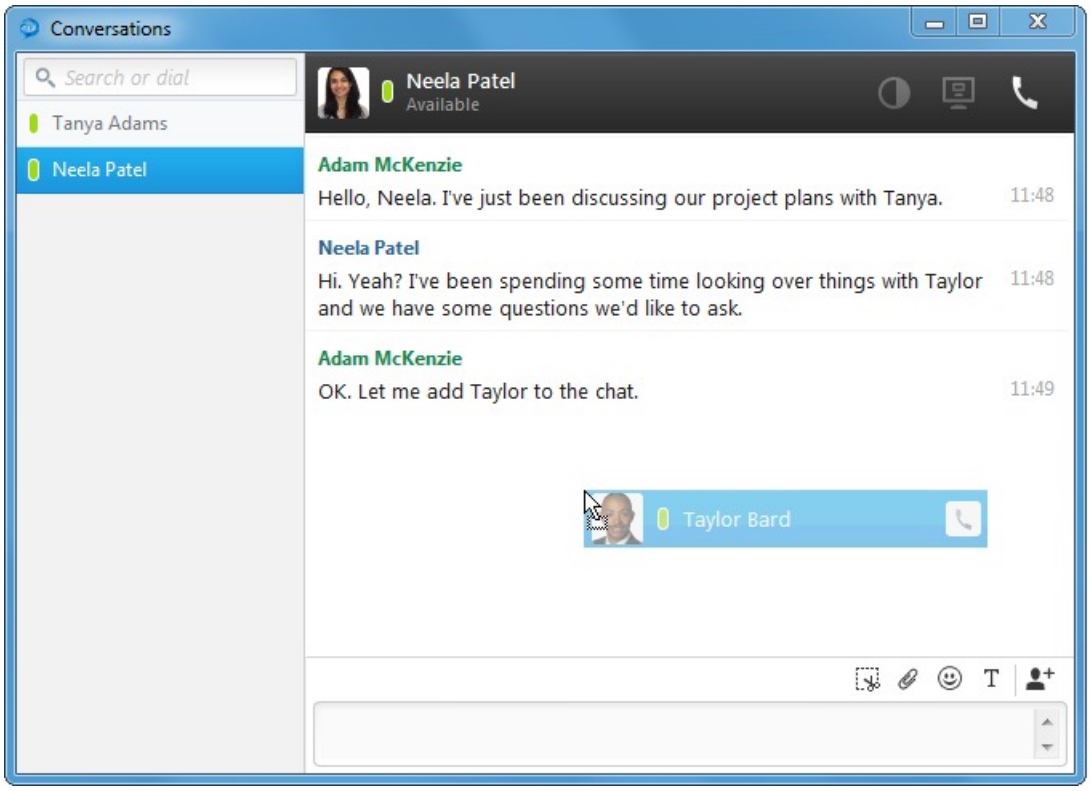
Step 2 Do one of the following:

- Hover your cursor over the contact to add that contact to a list or to call that contact.
- Double-click the contact to start a chat session.

Tip You can enter phone numbers in the search bar to call directly from the chat window.

Start Group Chats

Group chats let you send instant messages to two or more contacts at the same time.



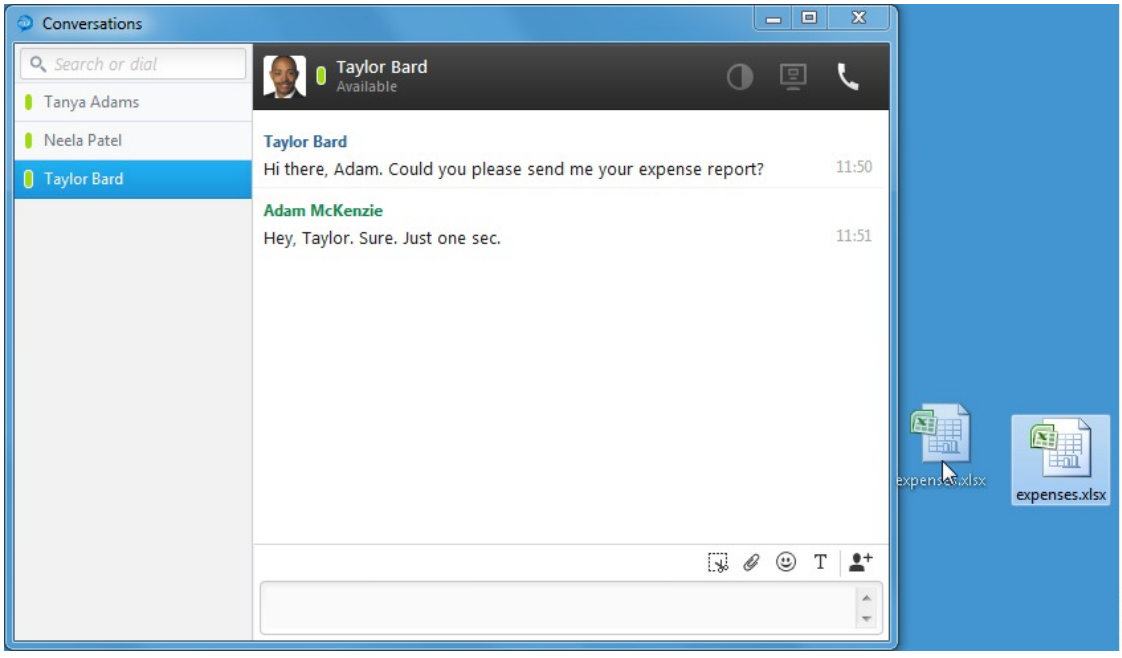
Procedure

Start group chats with any of the following options:

Option	Procedure
Select multiple contacts from your contact list	1 Press and hold the **Ctrl** key on your keyboard. 2 Select several contacts from your contact list. 3 Right-click and then select **Start group chat**.
Drag and drop contacts into the chat window	1 Select a contact from your contact list. 2 Drag and drop the contact into a chat window.
Use the **Add participants** icon on the chat window	1 Select **Add participants** in the bottom right corner of a chat window. 2 Enter the name of the contact you want to add to the chat. 3 Select **Add**.

Transfer Files

Transfer files to quickly and easily share information.



Procedure

Use the following options to transfer files:

Option	Procedure
Drag and drop files into the chat window	**1** Select a file on your computer. **2** Drag and drop the file into a chat window.
Use the **Send file** icon on the chat window	**1** Select **Send file** in the bottom right corner of a chat window. **2** Select a file on your computer. **3** Select **Open**.

Block Specific Contacts and Domains

You can block specific contacts or domains. When you block a contact, that person cannot view your availability status or send you instant messages.

Note If you add a contact to your block list, and that contact has you in their contact list, that person cannot view your availability status or send you instant messages.

The following are examples of how the block list works:

Example 1: Block specific contacts inside your organization

You add an IM address to your block list. That contact cannot view your availability status or send you instant messages.

Example 2: Block specific domains

You add a specific domain, such as cisco.com, to your block list. No contacts who have IM accounts at that domain can view your availability status or send you instant messages.

Procedure

Step 1 Select **File** > **Options**.
The **Options** window opens.

Step 2 Select the **Privacy** tab and then select **Advanced**.

Step 3 Enter specific contact addresses or domains in the **Block list**.

Step 4 Select **Apply** and then **OK**.

Allow Specific Contacts and Domains

Some deployments of Cisco Jabber include an allow list that adds exceptions to the block list. You can enter specific contacts or domains in your allow list to ensure those contacts can view your availability status and send you messages.

Note Cisco Jabber uses your contact list as an allow list. You do not need to add contacts in your contact list to your allow list.

The following are examples of how the allow list works:

Example 1: Allow specific contacts inside your organization

1. You set your basic privacy settings to block everyone inside your company.
2. You then add specific IM addresses for contacts inside your company to your allow list.

Cisco Jabber blocks all contacts inside your company, except for those specific people in your allow list.

Example 2: Allow specific domains

1. You set your basic privacy settings to block everyone outside your company.
2. You then add a specific domain, such as cisco.com, to your allow list.

Cisco Jabber blocks everyone outside your company, except for people who have IM accounts at cisco.com.

Example 3: Allow specific contacts from blocked domains

1. You add a specific domain, such as cisco.com, to your block list.
2. You then add an IM address, such as anitaperez@cisco.com, to your allow list.

Cisco Jabber blocks all people who have IM accounts at cisco.com, except for anitaperez@cisco.com.

Procedure

Step 1 Select **File** > **Options**.
The **Options** window opens.

Step 2 Select the **Privacy** tab and then select **Advanced**.

Step 3 Enter specific contact addresses or domains in the **Allow list**.

Step 4 Select **Apply** and then **OK**.

Control Who Can Interact with You

Some deployments of Cisco Jabber let you control who interacts with you inside your company and outside your company.

Procedure

Step 1 Select **File** > **Options**.
The **Options** window opens.

Step 2 Select the **Privacy** tab.

Step 3 Select one of the following options in the **Inside my company** section:

Option	Description
Allow everyone	All contacts in your company can view your availability status and send you instant messages.
Block everyone	No contacts in your company can view your availability status or send you instant messages. You can choose to block everyone and then add exceptions for specific contacts in your allow list. This option does not block contacts in your contact list.

Step 4 Select one of the following options in the **Outside my company** section:

Option	Description
Prompt me every time	Cisco Jabber notifies you when people outside your company add you as a contact. When Cisco Jabber notifies you, you can select the following options: **Allow** Let the person view your availability status and send you instant messages. **Block** Do not let the person view your availability status or send you instant messages. Add the person to your block list. **Add to my contact list** Let the person view your availability status and send you instant messages. Add the person to your contact list. **Close the notification window** Ignore the notification temporarily. Cisco Jabber notifies you again the next time you sign in.
Block everyone	No contacts outside your company can view your availability status or send you instant messages. You can choose to block everyone and then add exceptions for specific contacts in your allow list. This option does not block contacts in your contact list.

Step 5 Select **Apply** and then **OK**.

Manage Status Requests

Some deployments of Cisco Jabber let you manage notifications when people request to view your availability status.

Procedure

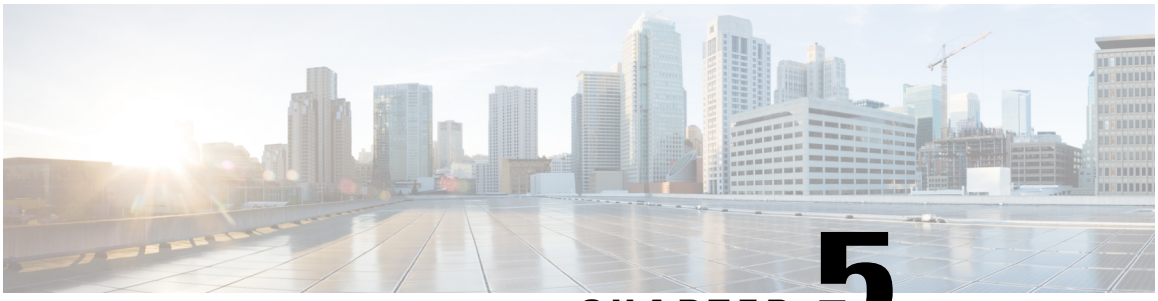
Step 1 Select **File** > **Options**.
The **Options** window opens.

Step 2 Select the **Privacy** tab.

Step 3 Select one of the following options:

Option	Description
Auto-accept requests from contacts inside my company	Cisco Jabber does not notify you when someone inside your company adds you as a contact. Cisco Jabber notifies you when people outside your company add you as a contact.
Auto-accept requests from all contacts	Cisco Jabber does not notify you when anyone adds you as a contact.
Prompt me for each request	Cisco Jabber notifies you when people add you as a contact. When Cisco Jabber notifies you, you can select the following options: **Allow** Let the person view your availability status and send you instant messages. **Block** Do not let the person view your availability status or send you instant messages. Add the person to your block list. **Add to contacts** Let the person view your availability status and send you instant messages. Add the person to your contact list. **Close the notification window** Ignore the notification temporarily. Cisco Jabber notifies you again the next time you sign in.

Step 4 Select **Apply** and then **OK**.



CHAPTER 5

Calls

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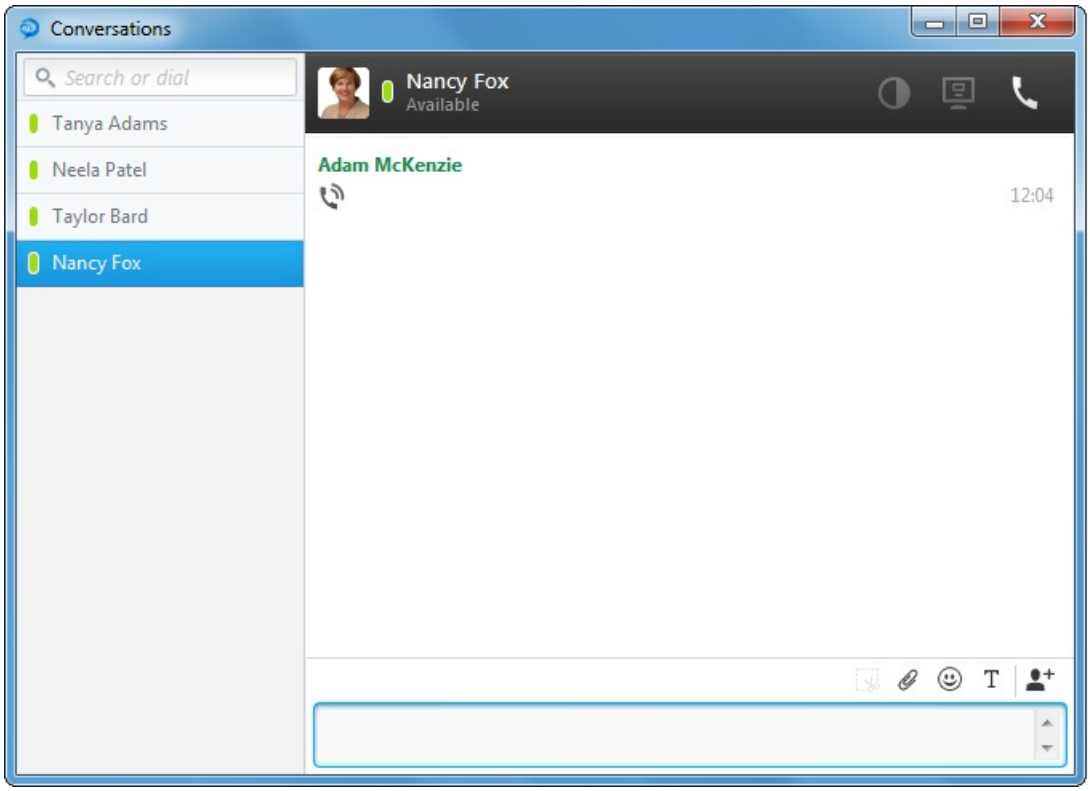
- Arrange Video Devices, page 17
- Forward Calls, page 18

Send Communicons

Communicons give you an easy way to request calls from contacts. When someone receives a call emoticon, they can simply click it to start a phone call with you.



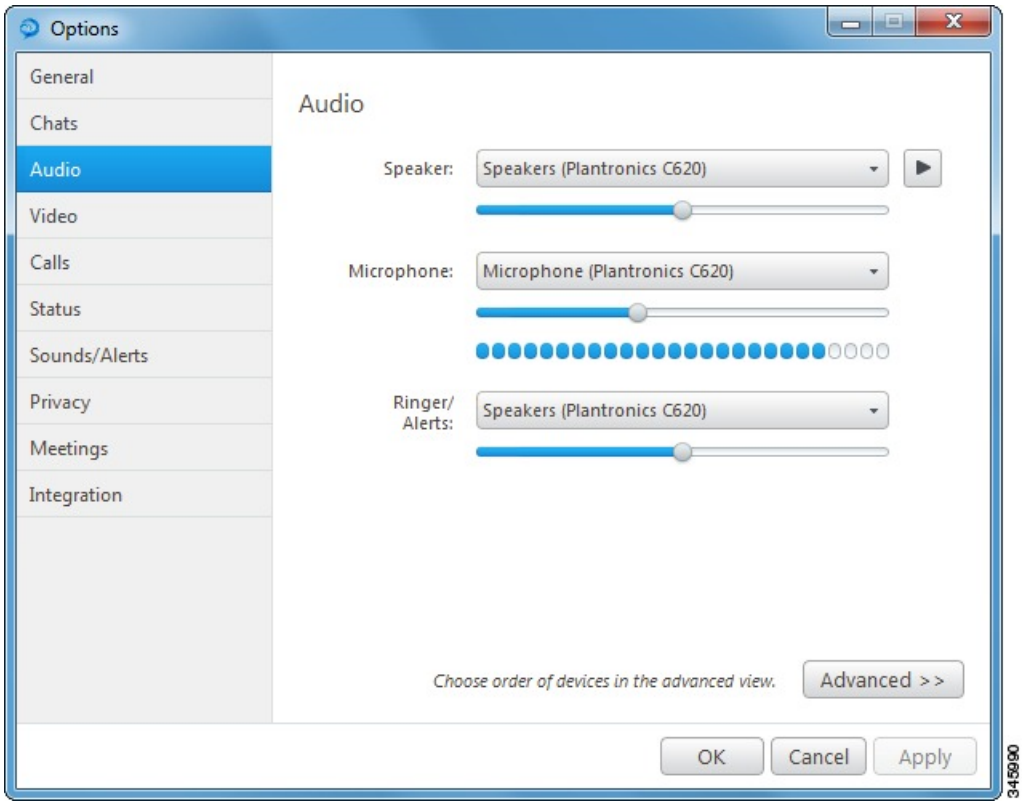
Procedure

Enter one of the following in a chat window:

:callme
:telephone

Adjust Audio Volume

You can set the volume level for your speakers, microphone, ringer, and alerts.



Procedure

Step 1 Select **File** > **Options**.
The **Options** window opens.

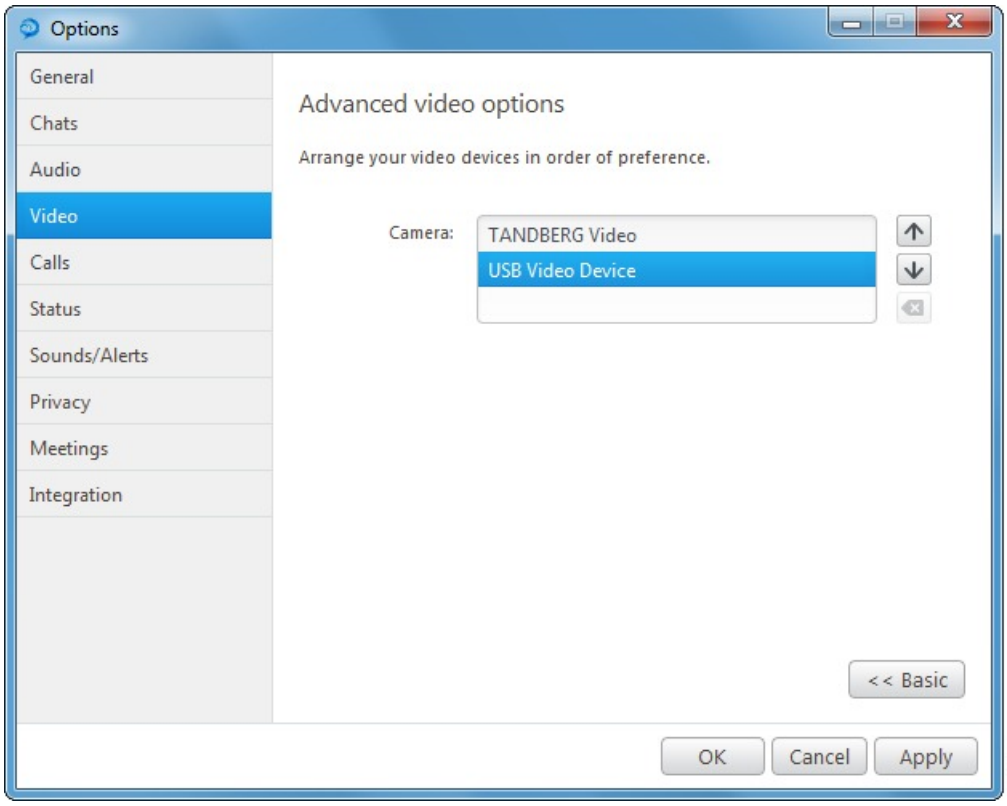
Step 2 Select the **Audio** tab.

Step 3 Select the audio device from the drop-down list.

Step 4 Adjust the volume for the audio device with the slider control.

Arrange Video Devices

If you have more than one video camera or device, you can arrange them in order of preference.



Procedure

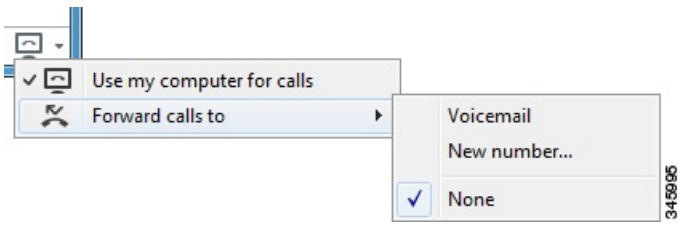
Step 1 Select **File** > **Options**.
The **Options** window opens.

Step 2 Select the **Video** tab and then select **Advanced**.

Step 3 Select your camera and use the up and down arrows to set the order.

Forward Calls

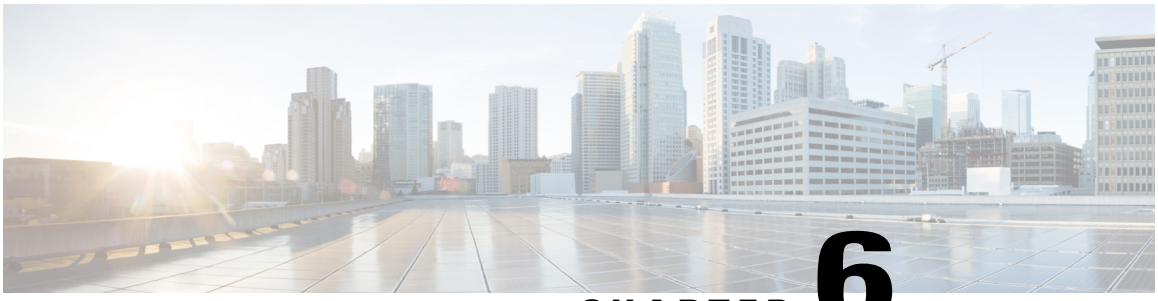
You can forward all calls from Cisco Jabber to voicemail or a different phone.



Procedure

Step 1 Select the phone control menu on the main window.

Step 2 Select **Forward calls to** and then select the appropriate option.



CHAPTER 6

Meetings

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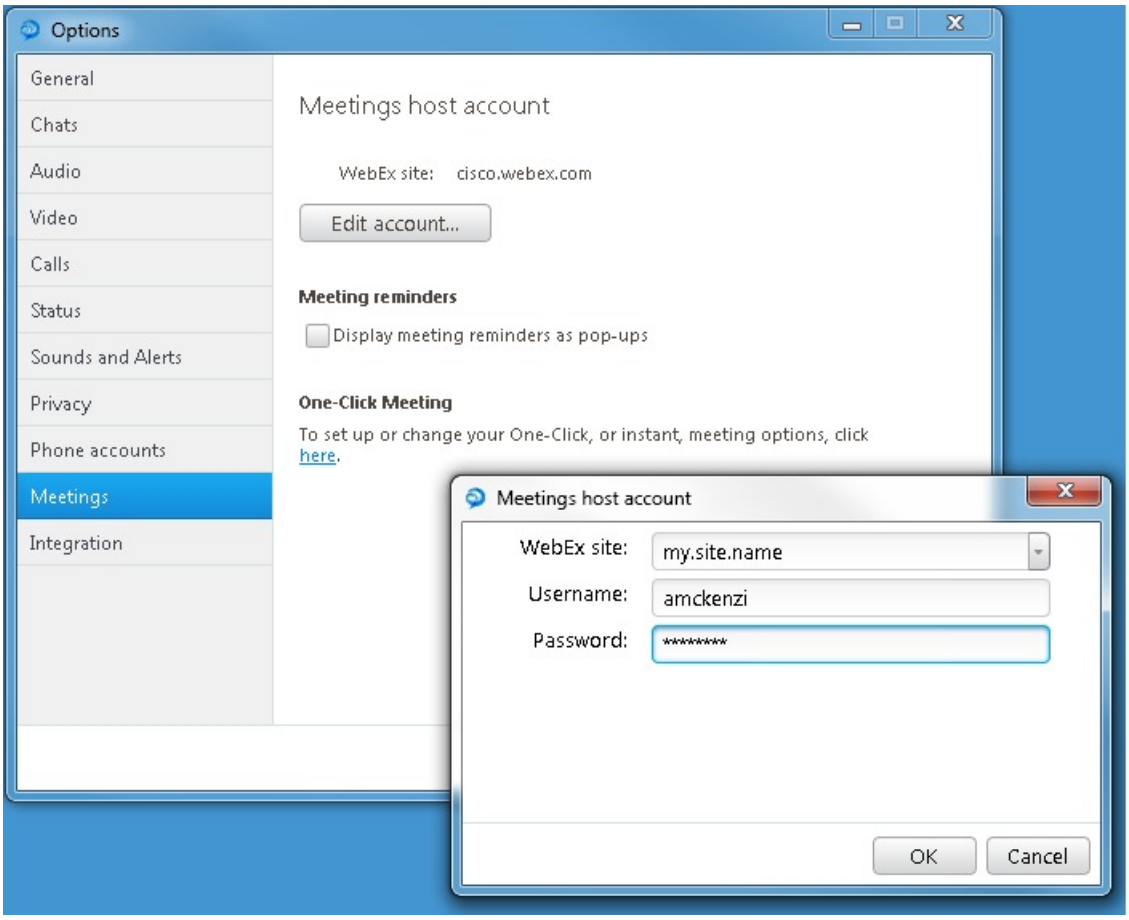
Add Meeting Accounts

You can add Cisco WebEx sites to Cisco Jabber to quickly start, join, and manage online conferences.



Procedure

Step 1 Select **File** > **Options**.
The **Options** window opens.

Step 2 Select the **Meetings** tab and then select **Edit account**.

Step 3 Select **New Site** from the **WebEx Site** drop-down list.

Step 4 Enter the required settings in the following fields:

WebEx site

The name of the Cisco WebEx site, for example, `cisco.webex.com`

Username

Your username

Password

Your password

Integrate Your Calendar

Set up calendar integration to view your meetings and calendar events directly from Cisco Jabber.

Procedure

Step 1 Select **File** > **Options**.
The **Options** window opens.

Step 2 Select the **Integration** tab.

Step 3 Select the application you use to organize your calendar.

Step 4 Select **File** > **Exit** to close Cisco Jabber.

Step 5 Restart Cisco Jabber.

What to Do Next

If you integrate with Google Calendar, you must allow access.

Integrate with Google Calendar

Complete the additional steps to integrate with Google Calendar.

Note Integration with Google Calendar is currently an experimental feature.

Allow Access to Google Calendar

When Cisco Jabber restarts, a **Google Calendar Sign In** window opens. You must enter your account details so that Cisco Jabber can access events in Google Calendar.

Before You Begin

Select **Google Calendar** on the **Integration** tab and restart Cisco Jabber.

Procedure

Step 1 Enter your Google account username and password and then select **Sign in**.
A prompt displays to notify you that Cisco Jabber is requesting permission to manage your calendar.

Step 2 Select **Allow access**.

Step 3 If prompted, select **Yes** to continue running scripts on the page.
The first time you allow access to your Google Calendar, you might notice an error message that indicates an error occurs with scripts on the page.

The **Google Calendar Sign In** window closes.

Step 4 On the main Cisco Jabber window, select the **Meetings** tab on the left side navigation.

Cisco Jabber displays calendar events from your Google Calendar account.

Remove Google Calendar Integration

You can remove Google Calendar integration with Cisco Jabber. To completely remove Google Calendar integration, you should also revoke access from your Google account.

Procedure

Step 1 Open the main Cisco Jabber window.

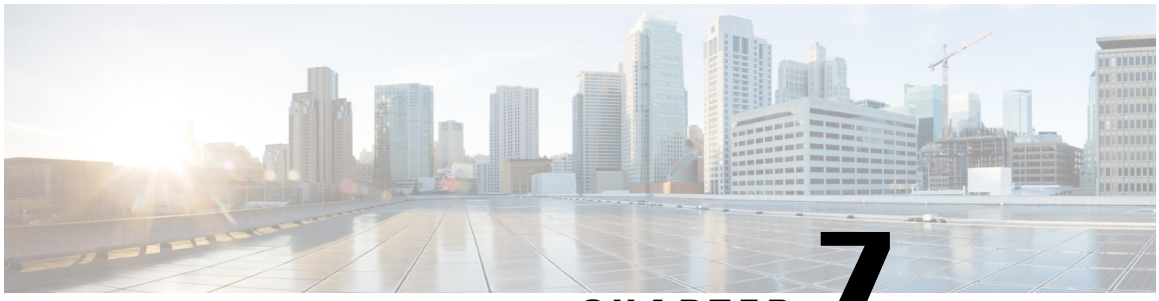
Step 2 Select **File** > **Options** and then select the **Integration** tab.

Step 3 Select **None** and then select **OK**.

Step 4 Restart Cisco Jabber.
Cisco Jabber no longer displays events from Google Calendar.

What to Do Next

Open your Google Accounts page and revoke access for Cisco Jabber in the **Authorized Access to your Google Account** section.



CHAPTER 7

Other Features

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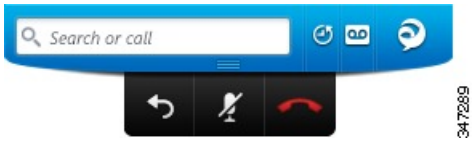
Show the Docked Window

You can optionally show the docked window at the top of your screen to quickly access common functions.



Procedure

Step 1 Open the main window.

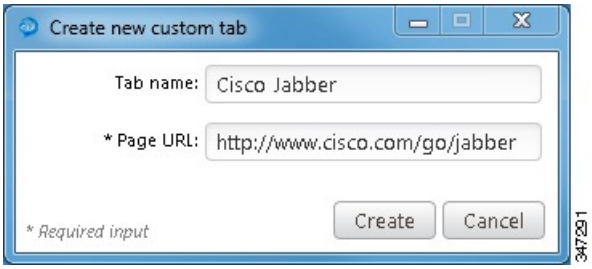
Step 2 Select **View** > **Show docked window**.
Deselect this option to hide the docked window.

Tip Use global keyboard shortcuts to quickly search for contacts and start conversations.

Keyboard shortcut	Function
CTRL + Shift + ?	Access the search or call menu in the docked window. You can use this shortcut to access the docked window from other applications.
Tab	Toggle between menus on the docked window.

Create Custom Tabs

You can create custom tabs to show HTML content in the main window.



Procedure

Step 1 Select **File** > **New** > **Custom Tab**.
The **Create new custom tab** dialog opens.

Step 2 Add details for your custom tab in the following fields:

Tab name

Enter an optional name for your custom tab. The name displays when you hover your cursor over the tab.

Page URL

Enter the URL of the content for your custom tab. You can enter one of the following:

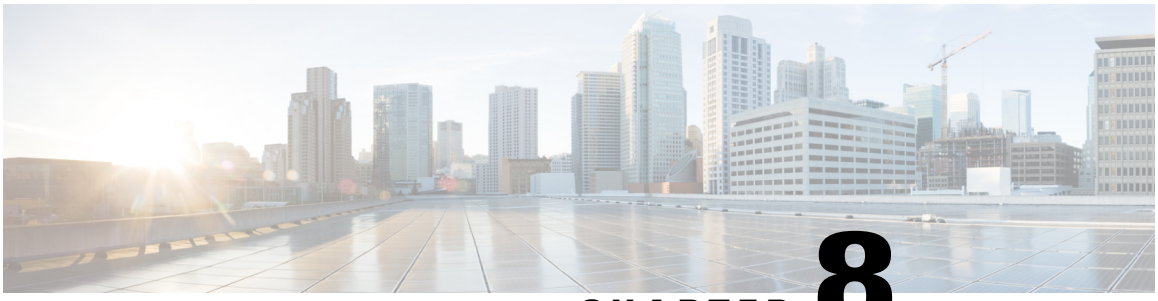
- Hosted content, for example, `www.cisco.com`
- Local content, for example, `file://C:\workspace\page.html`

Step 3 Select **Create**.
The custom tab is added to the main window.

What to Do Next

To remove custom tabs, select the tab in the main window and then select **File** > **Remove custom tab**.

Note You can remove only the custom tabs that you create.



CHAPTER 8

Further Reading

To find out more about Cisco Jabber, visit our website at: http://www.cisco.com/go/jabber